Interagency Kiosk Forum
May 15th, 2001
Meeting Minutes

2:00 Introductions

2:05 Report from the Chair
- creation of web page
- creation of mailing list - Kiosk-L@hudlist.hud.gov
- handed out articles on the Interagency Kiosk Forum

2:10 Reports from the commitees
- Funding Possibilities: Jean O'Donoghue
- Federal Kiosk Inventory: Micheal Messinger

     a survey was created to gather information about various kiosk projects. It was originally email in a rich text format. For those that were unable to open this message paper copies were handed out in the meeting. Also Sam Gallagher put the survey in MS Word format for those that would still like an electronic version.

- Memoranda of Understanding - Steve Youngblood

     Steve spoke on the various ideas and issues that came to mind that will have to be taken into consideration when putting together this memoranda. Issues such as agencies may have different audience groups, interface requirement may differ for each agency, how to handle security issues. Steve suggested that instead of one big interagency kiosk there may be the need for agencies to group with other that share a similar interest. So instead of one memoranda there maybe a need to develop several. Steve plans to mail his ideas to the group to get comments and any additional ideas.

     The group also felt that there may be a need for another survey in the future to find out who agencies may want to partner with and what kinds of information they would like to share with one another.

2:25 Discussion about our agencies' kiosk goals

     VA - alert Veterans of the agency's services and inform them of ways of retrieving medical information.

     GSA - their kiosk were develop as a result of the NPR in hopes to bridge the digital divide. They link to various internet sites and also state and local government sites.

     IRS - provides tax payers with the opportunity to print out forms and provides them with information regarding taxes

     DOL - support employment services, targeting recruitment

     OPM - job information and vacancy announcements

USPS - used to provide customer convenience and reduce cost. Allows users to weigh packages and get postage.

Customs - used for recruitment and supplies a link to the OPM site

SSA - transaction based; used to replace social security cards, looking to expand

NIH - used for eye health promotion; the kiosks are a traveling exhibit; they partner with various local groups with low vision services.

2:35 Work on Mission Statement and Objectives of forum

- Working objectives that were developed from the meeting:

    1. To establish a forum which will facilitate the exchange of pitfalls, lessons learned, and successful strategies in creating and managing a federal kiosk project;

    2. To discuss the creation of joint kiosks or a single interagency kiosk with content provided by all federal agencies.

    3. Marketing of Federal Kiosk that presently exist

    4. Reduce cost - (finding ways of joint purchasing power)

    5. Sharing Research

    6. Identifying opportunities for kiosks in state and local government

    7. Establishing standards

These seven objectives will be emailed to the group so that a joint effort can be made on developing a mission statement

2:55 Collect topics for future meetings

- Sam suggest doing case studies of each agencies' kiosk projects. At each meeting an agency would give a 15 minute presentation on their kiosk project. The group agreed that this was a good idea. FTS-GSA volunteered to present at the next meeting. If they are unable to present NIH will be the back-up presentation.
- The group also decided to put a few items online:

    the results from the inventory survey

    a directory of the forum participants

    kiosk problems that each agency would like to share

3:00 Adjourn

The tentative date for the next meeting will be June 19th at 2pm.

Any suggestions for the agenda can be sent to Sam Gallagher at Sam_R._Gallagher@hud.gov or call him at 202-708-1547 ext.4